



**CRAVE GROUP**  
RESTAURANTS



COVID-19  
Operating Procedures

## **Occupancy**

### General Requirements

- Operate at no more than the percent occupancy rate for Lone Star, including employees, as identified in the most recent Executive Order

### Social Distancing & Other Protective Measures

- Dining area & seating arrangement is configured to ensure minimum of 6 ft separation between different groups
- Booth seating is exempted from the 6ft separation requirement because the average booth height is greater than 42 inches
- Checks are presented to the table & payment is taken by the server to the cashier station. Guests are to stay seated until their paid receipt is brought back by the employee.
- Signage at the door is posted letting guests know that no one with COVID-19 symptoms is to be permitted inside (commonly associated symptoms included)
- Face coverings are required of all staff; front and back of the house.
- Reservations are highly encouraged
- Total number of people in any given social gathering must not exceed the capacity permitted in the most recent Executive Order

## **Restaurant Sanitation Protocol**

All cleaning, sanitizing, and disinfecting chemicals being used in our restaurant are authorized to be used in our restaurant. Manufacturer specifications are being followed.

### Sanitation Rotation

- Door handles are sanitized every 30 minutes
- Tables, chairs, counters, and booth seats are sanitized between each table turn
- Food-contact surfaces are cleaned using the wash, rinse, sanitize procedures outline in the GFC
- Check presenters, pens, cashier stations, etc are sanitized between each guest use
- Table presets are no longer utilized except to signify a reserved table
- Menus are cleaned & disinfected after each customer
  - Digital menus are used when possible
  - Paper menus are disposed of after each customer
- Restrooms are monitored by a dedicated restroom attendant
  - Only one person is allowed into the restroom at a time. The only exception is that multiple guests from the same party are allowed in at the same time
  - Restrooms are sanitized after each use

## **Employee Health Protocol**

All employees are subject to the same guidelines as guests. No employee with COVID-19 symptoms, commonly associated symptoms, or with a positive test for the virus will be allowed to enter the establishment.

- Pre-work screening will be done by the manager-on-duty
  - This will include taking employee temperatures
- Any symptoms related to/commonly associated with COVID-19 MUST be reported to the MOD
- All employees are encouraged to practice healthy hygiene
- Adequate supplies are on hand to support employee health & hygiene at all times
- Face coverings are to be worn by all employees during the entire shift
- Signage will be posted to remind employees of good hygiene & sanitation practices

Should any employees report symptoms related to or commonly associated with COVID-19, they will be sent home immediately or allowed leave from work without penalty. Testing will be highly recommended. Social distancing measures and self-quarantine will be required prior to returning to work.

## **Guest Guidelines**

Guests are required to adhere to the restaurant's COVID-19 procedures in order to dine in.

- Face coverings are required to enter & are only to be removed to consume food & beverages
- Guests are highly discouraged from talking without a face mask
- Guests are required to utilize hand sanitizer upon entrance & are highly encouraged to continue using hand sanitizer throughout their visit to prevent any spread
- Guests (& employees) are required to follow the entrance/exit door plan to keep a safe flow of traffic
- Reservations are highly encouraged to prevent any grouping near the entrance
  - Should guests need to wait for a table, they are encouraged to wait in their cars to wait for a phone call to be seated
- Total number of guests in any given congregation or social gathering must not exceed the number allowed in the most recent Executive Order
  - A congregation/social gathering is defined as a meeting for a common and singular purpose of more than one (1) person where the individuals are not members of a single household unit